

Quality Management Committee
Thursday, February 23, 2006
Meeting Minutes

Meeting Objective:

Further develop potential desired outcomes of services using the work we have already completed on outcomes and values.

➤ Announcements

- Introduction of Lynette Shepard to the Committee, representative of Adult Day
- Task on hand to complete the two value statements that did not get completed at the January meeting
- Karen has spoken to ½ the committee regarding ideas on how to obtain feedback from people that receive services
 - Will stay for 10 minutes after meeting to discuss this with anyone interested.
 - Green Mountain Advocates would be interested in undertaking this project if there are no concerns about this, they have many qualified staff
- As we start finalizing the language Stephen would like people to start sharing this information with people outside of the committee in order obtain input.
- Janine and Marie Bean with spend some time next month going over what the Quality Management Unit has been working on.
- Quality Management Grant Website is being developed. Information from the committee meeting will be placed out there.
 - This may be a way to solicit information from the public
- Ryan parking lot attendant
- Karen Timekeeper

➤ Break Out Groups

- Broke out into two groups to meet on the values not covered in previous meeting
- Report back with entire group to go over value statements.
 - **People will receive high quality customer services which meet their needs**
 - People are entitled to good, quality services.
 - Indicators: Accommodating, respectful, responsive, sincere, flexible, comprehensive, committed, treated like a king/queen, consistent, diplomatic, equal partnership, clear, empathetic, non-judgmental, knowledgeable, defined engaged follow through, timely, “my needs are important” and “take me seriously

